

**Additional Employment Opportunities Available with the Department of Public Safety:**

Alabama State Trooper

Latent Print Examiner Trainee

Fingerprint Classifier I

State Capitol Police Officer

Driver License Examiner

Service Patrol Operator

Criminal Intelligence Analyst

Patrol Vehicle Mechanic

Aircraft Mechanic

Investigative Technician



For more information, please contact:

**Alabama Department of Public Safety  
Recruiting Unit  
P.O. Box 1511  
Montgomery, AL 36102-1511**

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Join the Tradition of  
Excellence as a

**Police  
Communications  
Officer**

***Alabama  
Department of  
Public Safety***



**Courtesy, Service, Protection  
since 1935**

**Alabama  
Department of  
Public Safety**

*Since its founding in 1935 as the Alabama Highway Patrol, the Alabama Department of Public Safety has evolved into a full-service, statewide law enforcement agency. Public Safety's employees today share the department's founding commitment to providing Courtesy, Service and Protection to Alabama's residents and visitors. The first contact that most citizens have with the department is through their interaction with a Police Communications Officer. These telecommunications operators are often the first link in the process of providing vital, life-saving services to the public*

**Police Communications Officers** serve as a vital link for the exchange of information between citizens and Alabama State Troopers, providing for the rapid deployment of emergency services during critical events. The professional Police Communications Officer has the ability to perform multiple tasks simultaneously, taking calls for service via telephone, identifying the appropriate emergency response resources to deploy, and rapidly making the appropriate notifications via radio communication links. Police Communications Officers must be highly responsible and have a sincere desire to serve others. Before applying for a position as a Police Communications Officer, you should ask yourself the following questions:

- Do I sincerely desire to serve the State of Alabama?
- Am I conscientious, motivated, responsible and eager to learn?
- Am I concerned about my community and my fellow Alabamians?
- Can I be trusted to work alone and under minimal supervision?
- Am I willing and able to work various shifts, which the nature of the duties requires?
- Can I work successfully and productively under highly stressful conditions?



# Police Communications Officers



## Minimum Qualifications

- High School Diploma or GED certificate.
- Must be a minimum of 18 years of age at the time of appointment.
- Must have 12 months responsible office experience, including operating a two-way radio or multi-line phone system.
- No prior felony convictions.

## Selection Process

Applicants complete an official state application for employment, along with an applicant questionnaire. The State Personnel Department evaluates the questionnaires and applications and establishes an open-competitive register of qualified job applicants, based on training and experience. As vacancies occur, qualified applicants are contacted and interviews scheduled with Department of Public Safety staff. For further information, contact your local state employment office or visit State Personnel's Web site at <http://personnel.state.al.us>.



## Training

All newly hired Police Communications Officers must complete the department's Communications Training and Evaluation Program (C.T.E.P.). Experienced Police Communications Officers who are certified as Communications Training Officers guide the new PCOs through a comprehensive training period, during which the PCO trainees receive instruction in:

- Departmental telephone systems.
- Departmental radio systems.
- Departmental radio codes.
- Policy and procedure.
- Computer operation.
- Computer database access.
- General communications center operations.

Trainees complete a field training program, during which a Communications Training Officer observes the performance of the newly hired PCOs, evaluates their performance, and provides guidance and assistance in becoming effective at the important duties required of PCOs. After completion of the C.T.E.P., additional training opportunities are made available on a continual basis, including annual recer-

tification through the department's in-service training program.

## Duties

Police Communications Officers with the Alabama Department of Public Safety perform many tasks, all of which are essential to the department's mission of protecting the lives and property of Alabama's residents and visitors. The PCO is usually the first point of contact for a citizen in need of assistance from the Department of Public Safety. PCOs take calls from emergency telephone lines and use their communications skills to determine exactly what emergency resources must be deployed to resolve the situation. Examples of calls directed to department PCOs include:

- Traffic crashes, many with injured persons in need of assistance.
- Reports of highway emergencies, such as drunken drivers, road-rage incidents, reckless driving, etc.
- Requests for law enforcement assistance from other police agencies.
- Hazardous material spills.
- Natural disasters, such as hurricanes and tornadoes.
- Medical emergencies occurring on the highway system of the state.
- Other critical incidents requiring emergency response.

It is the responsibility of the Police Communications Officer to gather as much information as possible regarding the emergency situation, and then to identify and dispatch the appropriate resources to resolve the situation. Quick assessment of these situations and the rapid deployment of the correct resources is invaluable in the protection of lives and property.

## Compensation

The salary range for a PCO I is \$23,530-\$34,928.40. After two years of experience, employees are eligible for promotion to PCO II, with an annual salary range of \$25,352.60-\$38,529.40. Uniforms and equipment are provided. Employees receive paid health insurance, including dental, and sick and annual leave. They also participate in the state employees' retirement program.